

IM BOARD MEETING SUMMARY

May 24, 2001

Meeting Agenda

11:00 - 11:10 Introduction

- Review Agenda and Action Items (Griffin)
- Security Overview (Nay)

11:10 - 11:30 Reports to IM Board

- OA Report on IMSC (Talamini)
- Champions' Report on IMSC (Alleva, Stodolosky)
- Project Manager's Report on IMSC (Hughes)
- CIAG Monthly Report (Dilworth)

11:30 - 11:35 Entrust (Griffin)

11:35 - 12:00 CH Information Architecture Briefing (Morgan)

12:00 - 12:10 Status of FY02-FY06 SC HQ IM Strategic Plan (Griffin)

12:10 - 12:15 Performance Measures Report (Griffin)

12:15 - 12:30 Miscellaneous in DOE & SC (Yockman)

12:30 - 12:45 Results of the Ethernet Hub Pilot (Willis)

12:45 - 01:00 Broken Process (Willis)

01:00 - 01:05 Electronic Proposals (Alleva)

Meeting Attendees

Name		Role	Organization	Contact #	Attendance
Riches	Mike	Member	SC-70	3-3264	Local
Griffin	Ted	Exec. Sec.	SC-65	3-4556	Local
Alleva	John	Attendee	SC-64	3-3512	Local
Baker	Brent	Attendee	SC-65	3-2345	Local
Baker	Melea	Member	ESMT	3-7486	Local
Burris	Peggy	Member	SC-4	6-7265	Phone
Centeno	Kathi	Attendee	SC-65	3-5472	Local
Clay	Mitzi	Attendee	SC-60	3-3717	Local
Farrand	Sue	Attendee	SC-65	3-1884	Local
Flannery	Pat	Attendee	SC-65	3-9002	Local
Hirahara	Jim	Ex Officio Member	OAK	510-637-1503	Phone
Hughes	Gene	Attendee	SC-65	3-5409	Local
Kruse	Jason	Attendee	SC-65	3-6592	Local
Labarge	John	Attendee	SC-7	202-586-9747	Local
Martin	Joanna	Attendee	SC-65	3-1017	Local
Morgan	Terri	Attendee	CH	630-252-2519	Phone
Oyler	Dean	Attendee	SC-22	3-6394	Local
Scott	Mary-Anne	Member	SC-31	3-6368	Local
Stodolsky	Marvin	Member	SC-72	3-4475	Local
Stush	John	Alternate for Bill Nay, Security Advisor	SC-80	3-6576	Local
Talamini	Karen	Member	SC-14	3-4563	Local
Vann	Larry	Ex Officio Member	CH	630-252-2875	Phone
Wiley	Joe	Ex Officio Member	Richland	509-372-4493	Phone

Willis	John	Member	SC-55	3-4095	Local
Wills	Jerry	Ex Officio Member	OR	865-564-9277	Phone
Woods	Robert	Member	SC-22	3-4801	Local
Yockman	Dick	Attendee	SC-65	3-3394	Local

Introduction

Review Action Items

The 4/18/00 action items were reviewed:

- Provide a report of Entrust requests at the next IM Board meeting (Griffin). *On today's Agenda.*
- Send the IM Board Charter to IM Board members (Griffin). *Completed.*
- Provide feedback to the IMSC Summer 2001 Review vision, goals, and objectives document to Kimberly Rasar no later than 4/27/01 (IM Board). *Completed.*

Security Overview

In Bill Nay's absence, John Stush provided a Security overview as requested.

Reports to IM Board

IMSC: Karen Talamini (OA Representative), Marvin Stodolsky (IMSC Co-Champion), and Gene Hughes (IMSC Project Manager) provided an update of IMSC. Enhancements to the system are being prioritized for three sets of builds that are slated for October 2001.

Other Updates: Hughes provided updates on the Windows 2000 rollout, the development of Worksheet Exchange (WSX), the SC Intranet Portal (SCIP), and Abstract Tracking.

CIAG Monthly Report: At the request of Greg Dilworth, Ted Griffin offered an update on the CIAG's decision for handling Travel Manager issues. Mr. Griffin reported that, since Travel Manager is administered by SC-63, all Travel Manager issues will be forwarded to Myrna Vallette prior to CIAG involvement.

Entrust

Ted Griffin reported that, since the last IM Board meeting, there have been no requests made to SCSC for Entrust. He also reported that a meeting is scheduled for June 5 with the CIO organization to obtain detailed information about Entrust that will allow SC65 to determine its potential impact on the SC HQ IM infrastructure.

CH Information Architecture Briefing

At the request of the IM Board, Terri Morgan, Chief Information Officer, Chicago Operations Office, presented Chicago's rationale and strategy for developing their Information Architecture (IA). Further, Ms. Morgan presented outcomes and the advantages of having a sound IA.

Status of FY02-FY06 SC HQ IM Strategic Plan

Ted Griffin offered an overview of the FY 2001 milestones leading to the SC HQ FY 2002 IM Operating Plan. Currently, SC-65 is working with the Customer Information Advisory Group (CIAG) to develop the FY 2002-2006 Strategic Plan. SC-65 plans to brief the IM Board on the Plan in June.

Performance Measures Report

Ted Griffin provided a handout listing the IM Performance Measures for the months of October 2000 through April 2001. Each item on the table (see Attachment 1) is measured monthly with the exception of items 1 and 2. These items will be assessed this summer using a survey of SC HQ customers.

Miscellaneous in DOE & SC

Dick Yockman provided an update on the status of SC 65's budget. While SC-65 is operating at 8.3 million dollars, Mr. Yockman expects a significant decrease in FY 2002.

Additional updates were provided on the status of the DOE and NNSA CIOs, the IT Capital Planning project taking place among the three LPSOs (EM, DP, & SC), and SC/CH Collaborations efforts.

Results of the Ethernet Hub Pilot

John Willis provided the results of the Ethernet Hub Pilot. Dr. Willis announced that it was a success and recommends its use to others who conduct off-site meetings.

Broken Process

John Willis discussed what he termed a "broken process" for how procurement requests submitted to SCSC are handled. The IM Board decided to establish a subgroup to draft and present a new process. John Willis and John Alleva volunteered for the subgroup. Greg Dilworth was nominated. The Board also requested that John Stush serve as a security advisor and Ted Griffin as an SC-65 advisor. John Willis will coordinate the subgroup's activities.

Electronic Proposals

John Alleva provided a handout describing the status of electronic receipt and processing of contracts and financial assistance agreements. Mr. Alleva encouraged members to review the handout and contact him directly with any questions.

Other Items

Mike Riches announced that Kimberly Rasar will provide an update on the External Review at the next meeting. Ms. Rasar will provide materials to members, in advance, for review.

Action Items

- Develop a draft process for handling procurement requests submitted to SCSC. (IM Board subgroup)

Appendix 1
FY2001 IM Team Performance Measures
For the“Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2001

<i>Performance Measure</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb LHM Local</i>		<i>Mar</i>	<i>Apr</i>	<i>YTD</i>
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	66% (372/934/.6)	67% (145/360/.6)	48% (132/458/.6)	78% (482/1027/.6)	82% (505/1023/.6)	70% (2546/6070/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	94% (835/879) Avg = 18 sec	93% (351/375) Avg = 16 sec	100% (454/454) Avg = 17 sec	100% (811/811) Avg = 12.9 sec	100% (855/855) Avg = 13.43 sec	97% (5386/5561) Avg = 28.08 sec
5. % of Support Center “Helpdesk-Medium” calls resolved within 4 hours	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	55% (475/863) Avg = 29.14 hrs	58% (193/330) Avg = 28.36 hrs	58% (229/391) Avg = 10.41 hrs	43% (269/630) Avg = 7.48 hrs	72% (648/894) Avg = 7.14 hrs	59% (3015/5081) Avg = 13.99 hrs
6. % of time that e-mail is operational	99.9% (44625/44640 mins)	100% (43200/43200 mins)	99.9% (44600/44640 mins)	99.9% (44625/44640 mins)	100% (44320/44320 mins)		100% (44640/44640 mins)	100% (43200/43200 mins)	100%
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%		40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	100% (12/12)		100% (7/7)	100% (13/13)	96% (105/109)
<u>Customer Satisfaction</u>	79%	75%	75%	75%	76%	74%	77%	82%	77%

*CIAG – Customer Information Advisory Group